

DOLIR REVIEW

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Second Quarter 2001 Service Awards Employees Honored For Service to the Department

By Joann Lindemann, Office of Public Affairs

More than 30 department employees were honored with service awards for their dedication and service to the citizens of Missouri. Service awards for the second quarter of 2001 were

presented during a ceremony in their honor July 31 at the Dunklin Street Facility.

Service Awards are presented to employees who have accumulated

tenure with the Department in five-year increments, beginning with five years of service.

A complete list of Service Award recipients can be found below.

Second Quarter 2001 Service Award Honorees

5 Years

David Baker
Linda Baker-Oberst
Eric Hallerud
James Kane
Janet Kremer
Jane Massman
Kimberly Piper
Gary Robbins
Donna Kaye Scheulen
Richard Stickann
Karla Woodson



Left: Five year service award honorees (from left) Donna Kaye Scheulen and Janet Kremer.

10 Years

Mark Arnold
Nike Franklin
Hydi Godsey
Robert Jones
Richard Kirkpatrick
Edwin Kohner
Kathryn Lewis
Valerie Lindsey



Bottom: Ronald Miller and Hydi Godsey were honored for 10 years of service.

Ronald Miller
Cynthia Palisch

continued on page 2



ELLIE BONO

Title: *Director of
Administrative Services
Missouri Commission on
Human Rights (MCHR)*

Location: *Jefferson City, MO*

Employee Profile

Q *What do you consider the most important thing your program/division does for Missouri citizens?*

A MCHR does a terrific job of training people as to what constitutes discrimination. But we also show great compassion for people who believe they have been discriminated against, and we go out of our way to refer them to other resources if we can't help them.

Q *How does what you personally do in your job help or affect Missouri citizens?*

A My boss describes me as the "budget guru" because she feels I am extremely competent in giving her good information about the financial situation of MCHR. This helps us save the taxpayers money because we keep tight control of our spending.

Q *How do you think what you do could be improved or changed to better serve Missourians?*

A I think we could still streamline some of our administrative processes and continue to work towards a paperless system.

Q *What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?*

A Being able to satisfy the demands of the executive director, the commissioners and my co-workers. Since the majority of people under my supervision provide some type of administrative support to all these people, I am proud we are able to quickly respond to their needs.

Service Awards cont.

15 Years

Pamela Lewis
Kathryn Mills
Virginia Olive

25 Years

Sandra Reynolds
Brenda Schmelzle
Catherine Smith
David Wright

35 Years

Glen Alderman
Bonnie Loveall
Pat Tracy

20 Years

Robert Crouch
Pamela Hofmann
Robert Schafer

30 Years

Mike Clarahan
Judy Johnson
Joyce Mutert

Ticket to Work Bill Helps Working Missourians with Disabilities Keep Medicaid Coverage

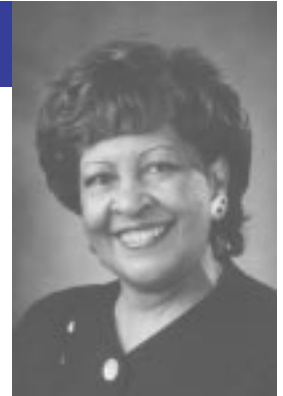
Gov. Bob Holden has signed into law a bill that tears down a major barrier to employment for people with disabilities. The enactment of Senate Bill 236 marks Missouri's first step in implementing the Federal Ticket to Work Act by allowing people with disabilities who are able to work to get a job without losing their Medicaid coverage.

The Missouri House and Senate overwhelmingly approved the "Ticket to Work" bill. Working individuals who qualify as disabled and have an income of less than 250 percent of the federal poverty level, which is approximately \$21,000 per year for an individual, are eligible. Individuals with incomes between 150 to 250 percent of the federal poverty level will pay a premium to buy-in and participate in the Medicaid program.

In addition to removing several other disincentives to employment, the bill provides that income can be placed in a special account to allow participants to save for items that will enhance their independence such as a transportation, housing or personal attendant services. Funds in these accounts will not count against future Medicaid eligibility. Currently in Missouri, if a person has an income of more than \$537 per month, that individual's Medicaid coverage is at risk.

In response to a U.S. Supreme Court decision, the bill also provides assistance to people with disabilities living in institutions to move back into their communities. Individuals may be eligible for a one-time \$1,500 grant to assist with re-establishing a household.

DIRECTOR'S MESSAGE



Learning from Others

The wise learn from the experience of others, and the creative know how to make a crumb of experience go a long way.

- Eric Hoffer

Never stop learning. We've all heard the phrase. But do we take it seriously? I believe we should.

A group of us in the Department were fortunate enough to be reminded of this recently, with the visit of two Chinese delegates who spent several weeks here as part of an international internship program. They came to learn about our market economy and how American government works.

The two gentlemen who spent time with our department are currently studying at the University of Missouri-Columbia. Both are financial professionals in their home country – very intelligent, friendly and kind individuals.

And while they came to learn from us, I think I speak for everyone lucky enough to spend some time with them when I say that we learned from them, as well.

We learned that kindness and understanding know no nationality. That sharing ideas and information can benefit everyone, no matter where we live and work. And that improving the situation of human beings everywhere is a universal goal.

I hope that our Chinese friends feel they learned as much from their stay as I know we did. I hope they learned about our economy and government. But I also hope they learned about themselves, and from the experiences we were able to share.

After Hours: Get Organized at Home

*Contributed by Paul Rockers,
Organization and Staff Development*

Success at home is a combination of long-term planning and daily action. Good organization helps you see what's important. It also helps you gain control of your time so you can plan and complete the tasks needed to achieve your goals. This list offers some tips for daily organization that will help you reach your long-term goals.

STAY ORGANIZED

- Spend 15 minutes at the end of each day cleaning up.
- Write notes in the appropriate places.
- Let go of the need to try to make everything perfect.

SIMPLIFY YOUR LIFE

- Buy low-maintenance clothing for yourself and your family.
- Remove kitchen appliances you rarely use.
- Store household items you no longer use.

CUT THROUGH CLUTTER

- Donate unneeded household items to charity.
- Establish family agreements about putting away toys and clothes.
- Sort incoming mail into categories by priority or action.

DELEGATE TASKS

- Assign work tasks to appropriate family members.
- Get your kids involved in housework.
- Post chores on a bulletin board everyone can see.

USE CALENDARS

- Post a family calendar to schedule holiday celebrations, doctor appointments, birthday parties and recreational activities.
- Check your calendar daily.
- Write down all firm commitments in pencil rather than trusting your memory.
- Review your activities in advance.

MAKE LISTS

- Use checklists to simplify shopping, traveling and entertainment.
- Make to-do lists each day.
- Keep a household bulletin board where family members can note "wish-list" items.

MANAGE YOUR TIME

- Schedule quiet time at home to refresh your mind.
- Say "no" to friends and family members when you need to.
- Consolidate errands.
- Make constructive use of slow time.

STAY FOCUSED ON WHAT'S IMPORTANT

- Remind yourself of your long-term goals daily. Revise them when necessary.
- Set daily priorities and make plans to achieve your goals. If you tend to procrastinate, focus on the sense of accomplishment you will feel when you are done.

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Grace Kuo

UI Employee Translates for Chinese Delegates

Grace Kuo, an unemployment insurance auditor in the Kansas City office served as an interpreter for two Chinese delegates who visited the Department recently. The delegates, Dewei Xiang and Tieli Wang, were here for four weeks as part of an international internship program coordinated by the Office of Equal Opportunity, the Department of Economic Development and the Missouri International Training Institute.

Kuo, originally from Taiwan, speaks Taiwanese and Chinese. Her supervisors suggested that she might be able to help the delegates get more out of their visit by translating for them. She spent a week in Jefferson City with the two, as they visited various divisions and sections of the Department.

Kuo says that she was happy to get the opportunity to translate for the visiting delegates, who are managers from the Finance Bureau of the Province of Hebei, China. The Province of Hebei is a sister state to Missouri.

continued on page 7

Caring Communities Welcomes New LRT Member

Tammy Carlyle with Missouri Commission on Human Rights in Sikeston, MO is the Department's newest Local Resource Team member. Tammy will have responsibility for Pemiscot and Dunklin counties.

Caring Communities Partnerships Facing Cuts in State Funding

Twenty-one Caring Communities around the state are being asked to take budget cuts for state fiscal year 2001-2002, beginning July 1.

The Family and Community Trust Board approved an across the board 15.5 percent cut to all Caring Communities Partnership budgets, except those Partnerships receiving less than \$200,000 in Caring Communities appropriations. Their decision does not take into account the future reductions that are imminent for state agencies, and which will affect the state Caring Communities appropriation. The full impact of those withholdings as they relate to the partnerships is still uncertain.

On average, Caring Communities Partnerships leverage an additional \$3 in local, in-kind, and other state and federal funding for every \$1 they receive in state appropriations.

Neet McCowen is Caring Communities Coordinator for the Department. To reach her, please call (573) 751-3817.

DUNN'S Safety Tips - 10 Tips for Fire Safety

- **Cook safely:** Never leave cooking unattended, and keep cooking areas clean and uncluttered.
- **Give space heaters space:** Keep portable and fixed space heaters at least three feet (one meter) from anything that can burn.
- **Be careful with smoking materials:** Wet the contents of ashtrays before dumping butts and ashes into wastebasket. And never smoke in bed.
- **Hide matches and lighters:** Keep matches and lighters away from children—stored up high in a locked cabinet.
- **Use electricity safely:** Replace damaged electrical cords and repair appliances that smell, smoke or overheat.
- **Install and test smoke alarms:** Install smoke alarms on every floor of your home, and outside all bedrooms. Test them once a month and replace their batteries once a year, or when an alarm “chirps” to tell you the battery is low.
- **Consider a sprinkler system:** Automatic home fire sprinkler systems control or extinguish fires in less time than it takes the fire department to arrive. Consider having sprinklers installed in your home or business.
- **Plan your escape:** Make a home escape plan and hold regular fire drills so everyone in your household knows what to do in case of a fire emergency.
- **Crawl under smoke:** If you have to escape a fire through smoke, crawl low, keeping your head 12 to 24 inches (30 to 60 centimeters) above the floor, where the air is cleaner.
- **Stop, drop and roll:** If your clothing catches fire, stop—don't run. Drop to the floor and roll over and over to smother the flames.

Source: National Fire Protection Association News.

Steve Dunn is the Department's Safety Coordinator. He is also Director of the Mine and Cave Safety and Health Consultation Program for the Division of Labor Standards.



Gracia Yancey Backer: Making Her Mark on Employment Security

By Joann Lindemann, Office of Public Affairs

"I am really having a good time."

For Gracia Yancey Backer, the transition to director of the Division of Employment Security is challenging and invigorating.

In January, Governor Bob Holden appointed Backer director of the Division of Employment Security. She has been working as director since February 2 and has approached the work with her usual vigor.

She is challenging customary ways of doing things and bringing a fresh, new perspective to the Division. "I appreciate everyone's knowledge here," Backer says. "This is a complicated division. It is very difficult to deal with both federal and state laws the way Employment Security does, and the Division does an outstanding job of serving our customers, both employers and claimants," she adds.

Since the age of 16, Backer has worked in state government. Her

tenure began at the Missouri Department of Revenue. She served in the Missouri House of Representatives from 1983-2000 representing Callaway County as the 20th District state representative. Prior to becoming majority floor leader in 1996, she served as chairman of the General Administration Appropriations Committee and a member of the House Budget Committee. She also served on the Fiscal Review Committee, Banks and Financial Institutions Committee, Motor Vehicle and Traffic Regulations Committee and the Joint Committee on Correctional Institutions.

In August 2000 she ran for lieutenant governor but lost in the Democratic primary election. After this loss, she resigned as state representative from Callaway County to work as deputy chief of staff for Governor Roger Wilson.

Now, Backer is getting back into the swing of working for a state agency. She acknowledges that there is much to learn, but adds that learning new things is one of the things she most enjoys about her new position. "I like problem solving, learning something new

every day and doing different things," she says.

Backer recognizes the value of an outside perspective when evaluating how a state government agency serves its customers. She has implemented programs to discuss and review the most used documents in each section of the division, in an effort to streamline and simplify paperwork that must be done by employers and claimants. Backer has also begun a review of their computer capabilities. "In the very near future I want to have employers file their quarterly wage reports over the Internet," she says.

"We (Employment Security) touch the majority of Missourians, whether as (benefits) claimants or employers, and it is important that we continue to serve our customers well," Backer says. And she believes that the Division is doing just that. "I greatly admire the unique dedication of the Division's employees to the people they serve," she says, noting that their "great loyalty and willingness to work overtime" as indicators of their dedication to excellent customer service.

Lifestyles

Retirees from July 2001

Administration

Robert Dellbringge, Telecom Technician II, Information Systems

Division of Employment Security

Mae Johnson, Employment Security Deputy, St. Louis Regional Claims Center

Lifestyles

New Employees from July 2001

Division of Workers' Compensation

Shari Cyrus, Occupational Health Consultant

Amy Frank, Clerk Typist III

Irene Hollingsworth, Clerk Typist II

Saundra Meyer, Court Reporter II

Michelle Varcho, Management Analyst Specialist I

Division of Employment Security

Annette Adams, Unemployment Insurance Auditor I, Contributions Field

Brooke Black, Unemployment Insurance Auditor I, Contributions Field

Michelle Johnson, Clerk Typist II, Employer Contributions

Jamesetta Lester, Unemployment Insurance Auditor I, Contributions Field

Stephen Luce, Claims Technician I, Springfield Regional Claims Center

Rhonda Neihart, Clerk Typist III, Employer Contributions

Scott Page, Claims Technician I, Springfield Regional Claims Center

Matt Peterson, Unemployment Insurance Auditor I, Contributions Field

Sheila Sharpe, Claims Technician I, Springfield Regional Claims Center

Ricky Zinn, Unemployment Insurance Auditor I, Contributions Field

Appeals

John Madigan, Chief Appeals Referee

Lifestyles

Promotions from July 2001

Administration

Duane Evers, Computer Information Technology Specialist I, Information Systems

Division of Labor Standards

Mica Baldwin, Clerk III

Division of Employment Security

Jeffrey Deters, Claims Technician II, Jefferson City Regional Claims Center

Sharon Garzend-Burnett, Contributions Supervisor II, Employer Contributions

Linda Hafley, Claims Technician II, Jefferson City Regional Claims Center

Terry Hall, Claims Technician II, St. Louis Regional Claims Center

Mary Massman, Claims Technician II, Jefferson City Regional Claims Center

George Mesik, Unemployment Insurance Auditor I, Contributions Field

Candace Ramage, Contributions Technician I, Employer Contributions

Richard Roth, Claims Technician I, St. Louis Regional Claims Center

Susan Schuster, Claims Technician II, Springfield Regional Claims Center

Cindi Wagner, Claims Supervisor II, St. Louis Regional Claims Center

Barbara Barlish is June Employee of the Month

Barbara Barlish, a Claims Supervisor III in the Division of Employment Security's Jefferson City Regional Claims Center, is the Department's June 2001 Employee of the Month.

Barlish's co-workers say her success as a supervisor is due in part to her genuine concern for all employees in the claims center. "She always has a smile on her face and is ready to help any employee, without hesitation. In a nutshell, she cares!" And, they add, "The center is a much happier place because of her."

UI Employee Translates for Chinese Delegates cont.

"I learned a lot about the Department, too," she said, "It was quite an experience."

Both Dewei and Tieli are currently studying at the University of Missouri Columbia.

The goal of the internship program is to help the delegates gain greater familiarity with our market economy and American government.



Colleen Baker, director of the Division of Labor Standards, teaches Dewei how to play the kazoo at the delegates farewell party.

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